



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

FIELD SERVICES SUPERVISOR

Job Number: 20001132

Job Code: 62270V160916

Job Group: 6200 - HUMAN SERVICES

Job Established: 06/16/1982

Job Revised: 09/16/2016

Grade: 15 Salary (MIN - MID):

\$19,882-\$26,339 - Hourly

\$3,230.84-\$4,280.10 - 37.5 Hr. Monthly Salary

\$3,446.22-\$4,565.44 - 40 Hr. Monthly Salary

Special Entrance Rate:

\$20.923 - Hourly

\$3,400.00 - 37.5 Hr. Monthly Salary

\$3,626.66 - 40 Hr. Monthly Salary

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides the first line of supervision to a group of professional and clerical support employees engaged in public assistance program administration; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have three years of experience in reviewing, monitoring, determining eligibility for and/or administering Food Stamp, Aid to Families with Dependent Children, Disability Determination, Unemployment Insurance, Medical Assistance programs, energy assistance, commodity or other public assistance programs.

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Work experience involving interviewing, community services work, administrative work, work dealing directly with the public and/or clerical office work will substitute for the required college on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Assigns, supervises and evaluates the work of a group of employees responsible for processing and determining the eligibility of applicants for public assistance benefits to include such program areas as financial, medical, food stamps, child support, AFDC recoupment commodities, citicare, etc. Interprets program policy to staff and determines the operational and office procedures of a specified group of employees. Assesses training needs and makes recommendations for providing appropriate formal training as well as providing on the job training. Initiates corrective action procedures in order to reduce error rates. Develops job standards and evaluates staff in terms of those standards. Assigns caseloads and assures that individual caseloads are kept at comparable levels. Reviews and monitors operations and solves problems which have occurred. Submits reports to the immediate manager, field services administrator and central office as required. Interviews prospective employees; confers with problem employees and recommends appropriate disciplinary actions and recommends employees for salary increases. Represents agency in public meeting and in dealing with client complaints. Prepares monthly reports mandated by federal laws.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Work is typically performed in an office setting. Frequent travel is necessary.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.